CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (D311) STRUCTURAL DYNAMICS BRANCH COMPUTER SYSTEM ADMINISTRATION

   TA No: RCG001-Rev7

   Task Area Monitor: **Alternate Task Area Monitor:**

   NASA POC: None   **Software Control Class:**   Low Control

   Type of Task: Recurring Task

2. **BACKGROUND**

   The Structural Dynamics Branch (SDB) computing environment consists of UNIX and PC workstations located in buildings 1293B, 1262 and 1297. The operating systems include LINUX, SOLARIS, HP-UX, Digital tru64 UNIX, Windows NT, Windows 2000, and Windows XP. Application software includes SDRC IDEAS, MSC NASTRAN, MSC PATRAN, MSC DYTRAN, LMS Virtual Lab, LS-Dyna, APACHE, ENSIGHT and various compilers. On-site system administration for hardware and software is required to maintain system security, availability, and data integrity. Access should be available from inside and outside the Langley network domain.

3. **OBJECTIVE**

   The objective of this Task Assignment is to provide system administration support for all UNIX workstations and laboratory computers in the SDB.

4. **GENERAL IT SUPPORT SERVICES**

   Services Specified Through Exhibit A:
   Services Specified Through Exhibit A.

   Refer to Exhibit A, Inventory of Equipment and Software (attached), that has been completed to define the required General IT Support Services.

   The services of System and IT Security Administration shall be provided for those systems for which "System and IT Security Administration Required" is checked in Exhibit A. The level of security shall be consistent with the information category identified by the code checked for each such system (see NPG 2810.1). If these services are not required for the system as a whole, they shall be provided for any isolated processors where the information category code is entered in the SSA column.

   Any system software, application software, or database software that is licensed to run on a particular item of equipment is entered in the respective column for that item. Software that

does not require a license is also included if it is relevant to any of the required services.

The services of System Software Management (SSM), Applications Management (AM), and Database Administration (DBA), are required for the items of equipment or software that are checked in the respective columns of Exhibit A.

Customer Support and IT Consultation and Training:
The Contractor shall provide the basic level of Customer Support and IT Consultation and Training given in Section 4.7 and Section 4.8, clauses a) and c), of the SOW for all General IT Support Services.

Exceptions and Additional Requirements:
For systems that are covered under vendor or third-party hardware of software maintenance contracts quotes for replacement parts will be obtained from vendor or third-party sources and provided to NASA technical monitor for procurement.

General IT Support Services Performance Metrics
<u>Performance Standard</u>: The systems to which these services apply are kept up-to-date with minimum disruption in capability due to upgrades.
<u>Performance Metrics</u>:

Exceeds: All notifications of updates or upgrades are acted upon and all approved upgrades are installed on schedule and without disruption; or "meets" and improvements to systems are recommended and adopted.

Meets: All notifications of updates or upgrades are acted upon. All approved upgrades are installed with minor delays and disruptions.

Fails: Any of the requirements of this subsection (a through e) are not satisfied.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

None required.

7. Exhibit A

Exhibit A

8. SPECIAL SECURITY REQUIREMENTS

None.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

None.

10. JOINT REVIEW SCHEDULE

There will be a joint review of the work of this task at times designated by the TAM. Technical performance, timeliness, cost, and staffing may be discussed. The contractor shall maintain the minutes and notes of these meetings.

The following persons or their alternates are required to attend: NASA technical monitor and contractor personnel assigned to task.

11. PERIOD OF PERFORMANCE

This TA is effective from 02/01/08 to 04/27/09

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 60%   Timeliness: 40%

13. RESPONSE REQUIREMENTS

This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

14. FUNDING INFORMATION

Funding has not been entered for this TA.

15. MILESTONES

None required.

16. DELIVERABLES

None required.

17. FILE ATTACHMENTS

None.